



U.S. Department of the Treasury

# KFC Dispatch

Summer 2012

Kansas City Regional Financial and Operations Center

## 2011 Vanguard Award

At the 2011 Summer Customer Advisory Board (CAB) meeting, the Kansas City Financial Center (KFC) recognized Monty Tranbarger, Jim McAfee, Pamela Moore, Nancy Chapman, Beverley Anderson, and the Financial Management Division of the U.S. Department of Agriculture (USDA), Farm Service Agency (FSA), Credit Commodity Corporation (CCC) as the recipients of the 2011 Vanguard Award. The Vanguard award was originated at KFC to recognize those individuals or agencies that have clearly demonstrated leadership, provided significant contributions, or served as a catalyst for a project or initiative in partnership with the Kansas City Financial Center.



The USDA - FSA - CCC, Financial Management Division's actions in streamlining government business and realigning their disbursing initiatives are worthy of this recognition.

The ceremony was held at the Marriott Country Club Plaza in Kansas City on July 27, 2011 as part of the semi-annual KFC CAB meeting. Approximately eighty-four CAB members representing nineteen Federal program agencies were in attendance to offer congratulations to the USDA - FSA - CCC staff.



Commodity Credit Corporation (CCC) honorees Nancy Chapman, Pamela Moore, Beverley Anderson, Jim McAfee, and Monty Tranbarger receive the 2011 Vanguard Award from KFC Regional Director, Gary Beets and KFC Deputy Director, Susan Robinson.

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# Payment Management (PM) Reorganizational Changes

As you may be aware, the Payment Management (PM) area within the Financial Management Service (FMS) is currently undergoing both a consolidation and reorganization of its payment and post-payment operations. While PM's business environment continues to evolve, the significant decline in our check production along with several initiatives developed to streamline business processes have resulted in several management decisions designed to restructure the payment process. Specifically, the realignment of payment processing involves the designation of two customer focused centers:

- The Kansas City Financial Center (KFC) will perform all pre-payment and payment functions as the newly created ***FMS Payment Center of Excellence***.
- The Philadelphia Financial Center (PFC) will perform all post-payment functions as the newly created ***FMS Post-Payment Center of Excellence***.

In an attempt to provide you with better visibility of upcoming changes that will affect your organization's interactions with FMS and the Kansas City Financial Center (KFC), a CY2012 - CY2013 tentative schedule is included. Some of the upcoming transitions are presented below:

## July 2012

- Check Returns move from KFC to PFC

## August 2012

- Payment & Post-Payment Call Centers open for business
- SSA Cycling moves from PFC to KFC

## September 2012

- Check Reconciliation moves from CRD to PFC

## October 2012

- SSI Teletrace moves from KFC to PFC
- EFT Reclamations moves from KFC to PFC

## Summer 2012

Sender	Receiver	Functionality Transfer CY2012	Estimated Completion Date
SFC	KFC	SPS Phone Support	Complete
KFC	PFC	Teletrace – SSA/GLPSC/WPSC/MAPSC	Complete
SFC/PFC	KFC	Fedwire Payments	Complete
SFC	PFC	Fedwire Returns	Complete
PFC	KFC	SPS Phone Support	Complete
PFC	KFC	DOL Letters Processing	Complete
PFC/SFC	KFC	Vendor/Misc. Payments / SPS Operations	Complete
PFC/SFC	KFC	SSA PMA File Processing	Complete
KFC	PFC	EFT Returns	Complete
KFC	PFC	Paper 150s – Paper Traces	Complete
KFC	PFC	Unidentified Remits	Summer 2012
PFC/SFC	KFC	Payment Call Center	Summer 2012
SFC/KFC/AFC/CRD	PFC	Post-Payment Call Center	Summer 2012
PFC	KFC	ASAP Operations	Summer 2012
KFC	PFC	Teletrace – VA	Summer 2012
PFC	KFC	SSA Cycling File Processing	Summer 2012
KFC	PFC	Check Returns	Summer 2012
KFC	PFC	Teletrace – SSI	Fall 2012
CRD	PFC	Check Reconciliation	Fall 2012
KFC	PFC	EFT Reclamations	Fall 2012
PFC/SFC	PFC	SSA Monthly/IDD File Processing	Fall 2012
APO/PFC	KFC	ASAP Help Desk Operations	Fall 2012

Sender	Receiver	Functionality Transfer CY2013	Estimated Completion Date
SFC	KFC	IRS Payments File Processing	Winter 2013
SFC	KFC	OPM Payments File Processing	Spring 2013
SFC/KFC/PFC	KFC/PFC	Split Check Printing 50/50	Spring 2013
SFC	PFC	TCS Offset & Partial (non-vendor/misc.)	Spring 2013
PFC	KFC	VA Insurance File Processing	Spring 2013
SFC	PFC	EFT Reclamations	Summer 2013
ITS	KFC	ITS.Gov Operations	Summer 2013
KFC	PFC	ITS.Gov Accounting	Summer 2013
SFC	KFC	Legacy Partial Payments Processing	Summer 2013
PFC	KFC	RRB File Processing	Summer 2013
CRD	PFC	Check Accounting & Check Claims	Fall 2013
CRD	PFC	Questioned Documents	Fall 2013

# Do Not Pay

One of the Treasury Department's newest initiatives could also be considered a solution to a nagging problem. Do Not Pay is a program designed by Treasury to provide paying agencies with the critical information needed to help reduce the issuance of improper payments.

On November 20, 2009, President Obama signed into effect an Executive Order aimed at reducing improper payments issued by the Federal Government through increasing efforts to eliminate payment error, waste, fraud and abuse. The order was then followed-up by a June 2010 Presidential Memorandum directing agencies to both review current pre-payment and pre-award procedures, and ensure that a thorough review of the available databases containing relevant information on eligibility occurs before Federal funds are disbursed. The memorandum also required agencies to check the following existing databases to verify eligibility prior to payment and award:

- Social Security Administration's Death Master File
- General Services Administration's Excluded Parties List System
- Department of the Treasury's Debt Check Database
- Department of Housing and Urban Development's Credit Alert System or Credit Alert Interactive Voice Response System
- Department of Health and Human Service's Office of Inspector General's List of Excluded Individuals/Entities.

As a direct response to the President's memorandum, the Treasury Department - in partnership with the Federal Reserve Banks of St. Louis and Kansas City - developed the Do Not Pay Business Center in April of 2011. The Do Not Pay Business Center provides two services to assist agencies in complying with these goals: the Do Not Pay Portal and Do Not Pay Data Analytics Service.

The Do Not Pay Portal serves as a secure, single point of access to several available data sources. A user can perform searches using three different methods: a single online search, batch matching and continuous monitoring. The online search is user generated through a taxpayer identification number (TIN), social security number (SSN), Business Name or Individual Name, whereas both the batch matching and the continuous monitoring searches are conducted against large pre- or post-payment files submitted by an agency. For batch matching, Do Not Pay will compare the payment files against the available data sources and return the results to the agency user via the online portal; continuous monitoring takes this process one step further in that the payment file is stored within the online portal and agencies are notified once a match is found. Since Do Not Pay receives updated data source files on a regular basis, notifications can occur spontaneously. Currently, the Do Not Pay Portal accesses the following available data sources: Excluded Parties List System, Death Master File, List of Excluded Individuals/Entities, Debt Check, Central Contractor Registration, and Work Number®.



helping prevent improper payments

# Overview

The Do Not Pay Data Analytics Service provides agencies with customized, in-depth payment file analysis. This type of enhanced analysis allows a payment file to be examined for irregularities, conflicting information, duplicate payments and common trends. Additionally, agencies can request specific analysis be performed (i.e., payments made outside of the U.S. or payees who are under 21 years of age) on the payment file. Currently, the Do Not Pay Data Analytics Service accesses the following available data sources: Excluded Parties List System, Death Master File, List of Excluded Individuals/Entities, Debt Check Database, Central Contractor Registration, Affirmative Proceeding Data, Duns and Bradstreet, Recovery.gov, Google Maps/Search, Zip code, Prison Address Source, and Federal Awardee Performance and Integrity Information System (FAPIIS).

The Agency Support Center is the final component within the Do Not Pay Business Center and is geared toward user advocacy. The Agency Support Center team provides support for all aspects of the research process, including both the Do Not Pay Portal and the Do Not Pay Data Analytics Services; and, representatives are available to provide personalized training and Portal demonstrations. To receive additional information and begin receiving email updates, contact Do Not Pay's Agency Support Center at (855) 837-4391 or [donotpay@stls.frb.org](mailto:donotpay@stls.frb.org). You can also visit the Do Not Pay website by visiting [www.donotpay.treas.gov](http://www.donotpay.treas.gov).



## Coming Soon

### FMS' Payment & Post-Payment Call Center

Watch for the new  
toll-free phone number!

## When Opportunity Knocks...

# KFC Answers!

The Kansas City Financial Center (KFC) has a long and proud tradition of serving federal agencies and the American public - seventy-seven (77) years of tradition to be exact! That tradition is firmly built on the principles of processing payments timely and accurately while providing exceptional customer service. KFC annually disburses in excess of 251 million payments valued at \$262 billion to beneficiaries and payees around the world.

While quality customer service and timely/accurate processing of payments are regarded as the foundation for KFC's success, there is another important ingredient that cannot be overlooked—and that is "adaptability". KFC has successfully navigated the payments business by staying on top of technology, trends, and embracing the inevitable change that comes with sustaining any viable business or organization. And so KFC finds itself with change once again knocking on the front door. But this is where the story takes a slightly different perspective. It may be "change" knocking on the door, but when KFC opens the door, we see **opportunity** standing there. So let us share with you some of what's going on at KFC and the opportunities ahead.

The debt ceiling crisis has driven the need for the Department of Treasury to have more precise and direct control over the movement of government funds. As a result, KFC is working with non-Treasury Disbursing Organizations to transition their payments to a Treasury Disbursement process. KFC has several pilots and initiatives underway in this regard. Current and ongoing initiatives include: Department of Health and Human Services (HHS), Department of Interior – Office of the Special Trustee (OST), Department of State, Supreme Court, U.S. Courts, and Defense Finance and Accounting Service (DFAS)/General Fund Enterprise Business Service (GFEBBS).

Another exciting trend is that agencies are expressing a growing interest in the possibility of FMS/KFC providing print and mail services for payment-related documents. KFC staff members are currently in discussions with multiple agencies to perform payment-related services, which includes printing and mailing documents such as explanation of benefits, statements, and letters.

KFC is participating in the FMS Payments Functional & Technical Sessions to share information with Federal Program Agencies on how the Governmentwide Accounting/ Central Accounting Reporting System (GWA/CARS) Treasury Account Symbol/Business Event Type Code (TAS/BETC) reporting mandate of October 1, 2014 will impact their payment processing. KFC team members from Payment Application Modernization (PAM) and International Treasury Services (ITS.gov) applications are joined by FMS representatives from Secure Payment System (SPS), CARS, Automated Standard Application for Payments (ASAP), Do Not Pay, and Go Direct in these customer outreach sessions to educate and support customers with TAS/BETC requirements and standard input formats for payments.

On another front, KFC performs operations and project management activities for International Treasury Services (ITS.gov), a key payment and collections application. Federal Agencies find this system to be extremely beneficial and efficient for their payments to international locations where it is difficult to cash checks or process payments due to international banking regulations. ITS.gov also provides an enterprise-wide OFAC (Office of Foreign Asset Control) screening service for payments.

Daily FMS program support is provided to customers through multiple outreach teams at KFC. The KFC Customer Helpdesk is the first line of customer service. Customers greatly utilize our Midwest hospitality, as is evident in the nearly 50,000 incoming calls a year, averaging over 4,000 a month. The dedicated staff provides customer support to the general public, financial institutions, and Federal Agencies, in addition to research on a variety of payment services. The KFC SPS/PAM Helpdesk provides production support to all internal and external users of the SPS application, PAM, and other Legacy Payment applications. In addition, KFC has specialized customer support teams for ITS.gov Operations and Enrollments, ASAP, and FedWire.

As you can see, there is much going on at KFC. When you look at the total body of work that is going on it brings to mind the opening line of Dicken's classic novel, *A Tale of Two Cities*: "It was the best of times, it was the worst of times." The "worst of times" would relate to the amount and pace of work which at times is extremely demanding. However, the "best of times" brings us back to the opportunity mentioned earlier. Everywhere you look there is change taking place: new work with new positions, new ways of doing old work with evolving positions, new organizational arrangements, new customers, new interfaces with old customers and stakeholders just to mention a few. Each and every one bringing with it **opportunity**. The work that FMS/KFC is doing now, in conjunction with the other RFCs, will help to make the payments business line a more efficient and lower cost operation while maintaining the quality customer service for which FMS and KFC is known. And that you can take to the proverbial bank!



## DFAS Gives The Green Light



With the Department of Defense's (DOD), December 28<sup>th</sup>, decision to "Green Light" the Treasury-disbursing pilot for General Fund Enterprise Business Service (GFEB), the Defense Finance and Accounting Service (DFAS) has become the newest customer of the Kansas City Financial Center (KFC).

The Financial Management Service (FMS) began working with DOD to pilot the Army Procure to Pay (P2P) system which incorporates Treasury disbursement for vendor payments. GFEB, a web-enabled financial and accounting management system allowing the U.S. Army to share data across the Service, will work to support the P2P pilot application. With this pilot program, vendors will be allowed to process future invoices for payment through Treasury disbursement, via the newly established agency location code (ALC).

Planning for this conversion has been in the works for the past year and a half and required a focused effort on behalf of many individuals within Treasury, GFEB, and Army and DFAS leadership. Initial discussions to assess GFEB's needs were held between all parties. The Financial Management Service (FMS) project team, lead by Denise Quirarte, and working closely with PACER, Governmentwide Accounting (GWA), Secure Payment System (SPS), and KFC Information Systems and Support Branch (ISSB) technical resources were imperative to the success of DOD's go-live decision.

GFEB initial pilot consists of CTX payments that are received in a bulk file. The files are then certified using the Secure Payment System (SPS). GFEB's first vendor payment file arrived at Treasury on Friday, January 13<sup>th</sup> and was dated for January 17<sup>th</sup>. The file, containing one payment for \$35,332.45, was successfully processed by KFC staff, including being transmitted to the Treasury Offset Program (TOP) for possible offset. In the six months since that first payment, GFEB has processed in excess of 9.2 million dollars in CTX payments. DFAS leadership is reviewing the results of the pilot and discussing options for pilot expansion.

With this new customer, KFC anticipates a long and lasting relationship!

# SAVE THE DATE:

## FMS Customer Satisfaction Survey

The Kansas City Financial Center (KFC) is happy to announce the upcoming 2012 Financial Management Service (FMS) Customer Satisfaction Survey.

Again this year, FMS has decided to combine input from all areas of the Office of the Assistant Commissioner (AC) Management to create one complete and comprehensive survey. The survey will address the services, programs, and publications associated with the following AC areas: Payment Management, Debt Management Services, Federal Finance, Governmentwide Accounting, Information Resources, and Management.

The survey provides FMS will an annual assessment of our customer agency's satisfaction with check and electronic payment services and customer service. Employees from several areas of FMS participated on the survey team to ensure a multi-faceted assessment of our business practices.

At KFC, we would like to encourage your active participation in the 2012 FMS Customer Satisfaction Survey and provide feedback regarding our business practices. Each year the results are reviewed for possible areas of improvement and comments or suggestions that reflect KFC's commitment toward customer satisfaction.

**\* August 2012 \***